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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/619,917	07/15/2003	Christopher J. Allen	10761.1457	7149
81331	7590	02/25/2009	EXAMINER	
Accenture/Finnegan, Henderson, Farabow, Garrett & Dunner, LLP 901 New York Avenue Washington, DC 20001-4413			STATE, BRENT S	
			ART UNIT	PAPER NUMBER
			2161	
			MAIL DATE	DELIVERY MODE
			02/25/2009	PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Interview Summary	Application No.	Applicant(s)	
	10/619,917	ALLEN ET AL.	
	Examiner	Art Unit	
	BRENT STACE	2161	

All participants (applicant, applicant's representative, PTO personnel):

(1) BRENT STACE. (3) _____.

(2) Elliot Cook. (4) _____.

Date of Interview: 19 February 2009.

Type: a) Telephonic b) Video Conference
c) Personal [copy given to: 1) applicant 2) applicant's representative]

Exhibit shown or demonstration conducted: d) Yes e) No.
If Yes, brief description: _____.

Claim(s) discussed: 1.

Identification of prior art discussed: McFarlane and Schaffer.

Agreement with respect to the claims f) was reached. g) was not reached. h) N/A.

Substance of Interview including description of the general nature of what was agreed to if an agreement was reached, or any other comments: The proposed amendment to the claims of the skill database being separate from the call routing system appears to be taught by the references. The examiner suggested further amendments to the claims of having a database of the routing system concurrent with the proposed amendment to at least further prosecution. Applicant said such an amendment would be considered. No agreement was reached with respect to the claims.

(A fuller description, if necessary, and a copy of the amendments which the examiner agreed would render the claims allowable, if available, must be attached. Also, where no copy of the amendments that would render the claims allowable is available, a summary thereof must be attached.)

THE FORMAL WRITTEN REPLY TO THE LAST OFFICE ACTION MUST INCLUDE THE SUBSTANCE OF THE INTERVIEW. (See MPEP Section 713.04). If a reply to the last Office action has already been filed, APPLICANT IS GIVEN A NON-EXTENDABLE PERIOD OF THE LONGER OF ONE MONTH OR THIRTY DAYS FROM THIS INTERVIEW DATE, OR THE MAILING DATE OF THIS INTERVIEW SUMMARY FORM, WHICHEVER IS LATER, TO FILE A STATEMENT OF THE SUBSTANCE OF THE INTERVIEW. See Summary of Record of Interview requirements on reverse side or on attached sheet.

/Etienne P LeRoux/
Primary Examiner, Art Unit 2161

/BRENT STACE/
Examiner, Art Unit 2161